

1st amendment application 10/650,378 Bruno Gagnon

CLAIMS:

1. (currently amended) A computerized system for the management of communications between personnel and personnel response time comprising :

a server controlling groupings of busboys, hostesses, waiters, tables and a kitchen or bar by giving target response time and measuring response time ;

a wireless two-way communication system linking said grouping of waiters with said grouping of busboys;

a kitchen monitor screen in said kitchen indicating orders and their preparation time along with the time left for said preparation;

a monitor screen for waiters to monitor order priority;

said grouping of waiters with a grouping of tables;

said grouping of waiters with said kitchen;

said grouping of waiters with said bar when said bar is present;

a grouping of tables with a table emitter having one way communication with said server wherein said server receiving responses to food and service quality surveys;

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a grouping of tables with said table emitter having one way communication with said server wherein said server dispatching to said grouping of busboys and said grouping of waiters; said kitchen having a kitchen pager having two way communication with said grouping of busboys and said grouping of waiters by way of said server; said grouping of waiters having waiter pagers having two way communication with said grouping of busboys having busboy pagers, by way of said server; a kitchen ~~barcode~~ bar code reader for acknowledging reception of food order, readiness of food order, paging of waiter and pickup of food order by waiter or busboy, and sending collected data to said server; a waiter ~~barcode~~ bar code reader for acknowledging pick up of food; said server receiving and sending all calls through a transceiver; a central database to keep track of all transmitted data; said server processing all information received into reports.

2. (previously presented) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :
all transmissions being through IR.

3. (previously presented) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :
all transmissions being through RF.

4. (previously presented) A computerized system for the management of communications

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between personnel and personnel response time as in claim 1 wherein :

paggers using signals taken from the group but not limited to lights, beeps, vibrations.

5. (previously presented) A computerized system for the management of communications

between personnel and personnel response time as in claim 1 wherein :

said kitchen pager being hardwired to said server.

6. (previously presented) A computerized system for the management of communications

between personnel and personnel response time as in claim 1 wherein :

said server processing all information received into printed reports.

7. (previously presented) A computerized system for the management of communications

between personnel and personnel response time as in claim 1 wherein :

an entrance pager indicating the arrival of new clients.

8. (previously presented) A computerized system for the management of communications

between personnel and personnel response time as in claim 1 wherein :

a cash register pager situated near the cash register.

9. (previously presented) A computerized system for the management of communications

between personnel and personnel response time as in claim 1 wherein :

only said kitchen can cancel a call from said kitchen pager to said waiter pager.

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10. (currently amended) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :
said kitchen ~~barcode~~ bar code reader is divided into a kitchen side ~~barcode~~ bar code reader and a waiter ~~barcode~~ bar code reader.

11. (currently amended) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :
said server measuring response time in said kitchen by measuring the time between a received order in said kitchen to the time said kitchen scans said order into said kitchen ~~barcode~~ bar code reader.

12. (currently amended) A computerized system for the management of communications between personnel and personnel response time as in ~~claim X~~ claim 11 wherein :
response time beginning when said order being displayed on said kitchen monitor.

13. (currently amended) A computerized system for the management of communications between personnel and personnel response time as in ~~claim X~~ claim 11 wherein :
response time beginning when said order being printed on a printer.

14. (currently amended) A computerized system for the management of communications

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between personnel and personnel response time as in claim 1 wherein :

said server measuring response time of said waiter by measuring the time between said kitchen having scanned said order into said kitchen ~~barcode~~ bar code reader and the time said waiter scanning said order into said waiter ~~barcode~~ bar code reader.

15. (previously presented) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :

said waiter monitor screen displaying the order on which waiters' names are entered, from top to bottom, from earliest to latest order entered.

16. (previously presented) A computerized system for the management of communications between personnel and personnel response time as in claim 15 wherein:

said waiter monitor screen displaying table number with associated waiter and time remaining to serve said table.

17. (previously presented) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :

said waiter pager having a button acknowledging another waiter in need that his call for help has been received.

18. (previously presented) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :

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said grouping of tables with said table emitter having one way communication with said server wherein said server dispatching to said grouping of waiters to ask for the check.

19. (previously presented) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :

said waiter pager able to

receive a new client request, to lock in said table;

service requests from said table;

receive a request for the check from said table;

receive a call from said kitchen;

send a request for help to other waiters;

receive an indication that clients are at the door

receive a call that a waiter will provide help;

send a call to said busboy;

indicate that a new table has been opened;

tell said kitchen when to start preparing a main course.

20. (previously presented) A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :

said server measuring response time between a new client calling said waiter and the time

said waiter or said grouping of waiters answers and a penalty for slow response time;

said server having a series of preset average times taken by clients to eat so as to page said waiters.